

November 17, 2025

UPDATE: Upcoming Medicare Policy Changes for Telehealth Services

Dear provider,

In September 2025 the Health Plan of San Mateo (HPSM) sent you a notification regarding upcoming changes to Medicare telehealth services effective October 1, 2025. You can read that notification here:

https://www.hpsm.org/docs/default-source/provider-notices/20250909---upcoming-medicare-policy-changes-for-telehealth-services.pdf?sfvrsn=65a3f147_1

This month, the Centers for Medicare & Medicaid Services (CMS) will require all Medicare Advantage (MA) organizations such as HPSM to cover all original Medicare Part A and B benefits, including telehealth benefits. CMS has permitted HPSM to continue offering expired Original Medicare telehealth benefits through December 31, 2025, or until Congress acts to continue the original Medicare telehealth waivers – whichever occurs first. What this means for you is:

HPSM will continue to offer the benefits that expired through December 31, 2025, or until Congress acts to continue the original Medicare telehealth waivers (whichever occurs first), including:

- Home-based telehealth for non-behavioral, non-mental health services.
- Audio-only telehealth for non-behavioral, non-mental health services.
- Providers who were granted temporary telehealth eligibility, such as physical therapists and occupational therapists, will no longer be eligible to bill for telehealth.

For more information on the telehealth allowances extended by Medicare FFS due to COVID-19, please visit: <https://telehealth.hhs.gov/providers/telehealth-policy/telehealth-policy-updates>

For guidance on frequently asked questions related to telehealth policy:

<https://www.cms.gov/files/document/telehealth-faq-04-09-25.pdf>

Please direct other questions to HPSM Provider Services at PSInquiries@hpsm.org.

The Health Plan of San Mateo